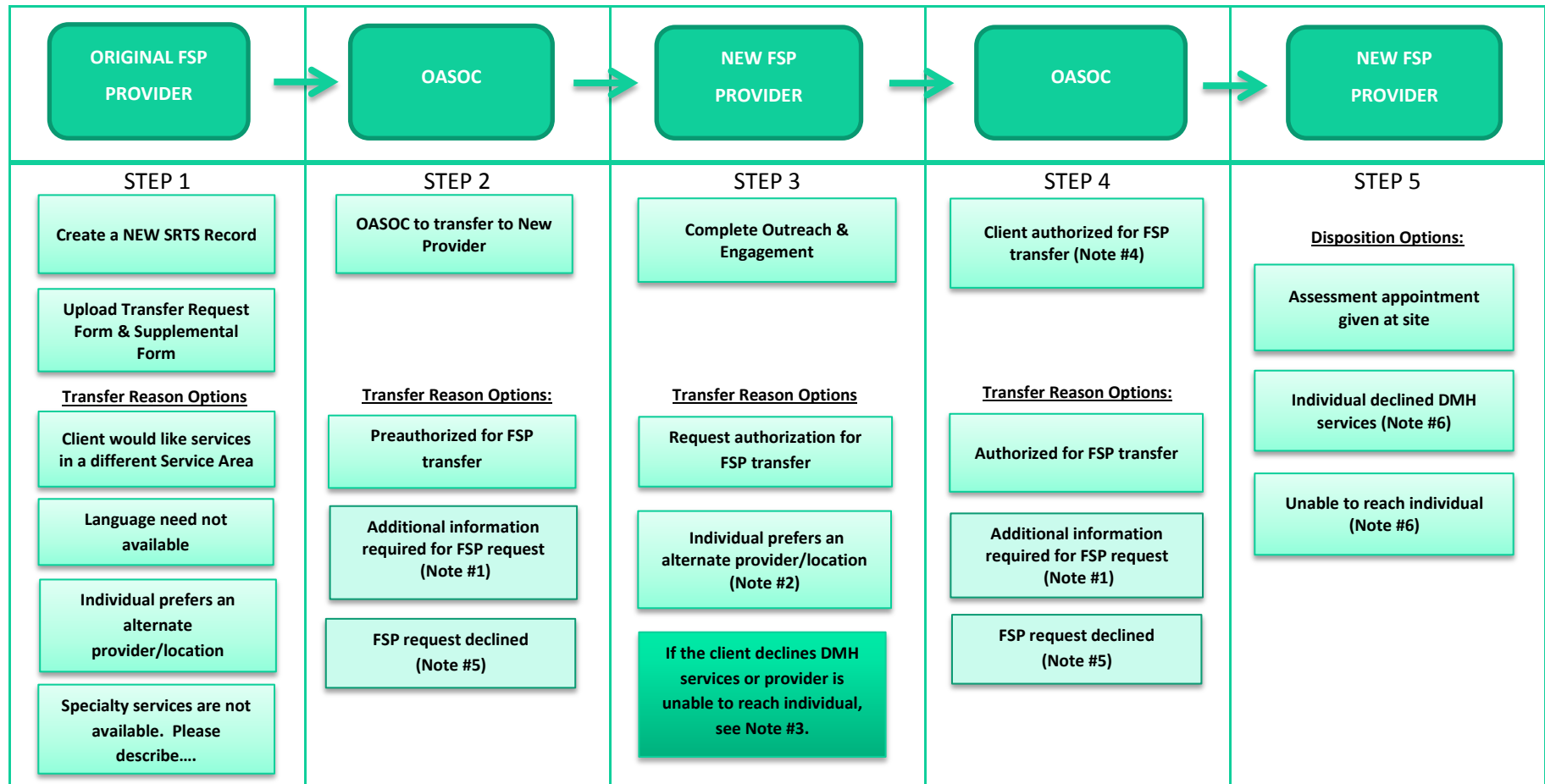


**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

**OLDER ADULT SYSTEMS OF CARE (OASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW**

**TRANSFER FROM FSP PROVIDER TO FSP PROVIDER**



**Note #1:** If OASOC needs additional information to determine approval for FSP, they will transfer the record back to the FSP provider with the transfer reason of “Additional information required for FSP request”.

**Note #2:** If the client prefers another provider, transfer back to OASOC for linkage.

**Note #3:** If the client declines DMH services or provider is unable to reach individual, enter a disposition then transfer back OASOC, then Original FSP provider to start Disenrollment from the original authorized record.

**Note #4:** OASOC will inform the new FSP Provider and original FSP Provider of successful authorization via email.

**Note #5:** If a request for transfer is declined, OASOC will discuss linkage with FSP Provider.

**Note #6:** If the FSP Provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify OASOC and consider Disenrollment.